



Security Operations Manager

IMC Grade:
Principal Consultant

Responsible to:
Director of Security and Duty of Care

[Click here to subscribe to IMC's newsletter and receive our latest updates in your inbox](#)

[To learn more about our recent projects, major highlights and achievements \[click here\]\(#\) to read our 2017 Annual Review](#)



The Role

We are recruiting world class talent. Come and join us.

We are looking for an exceptional individual to join IMC as Security Operations Manager. The Security Operations Manager will be responsible for providing operational support and advice as well as providing practical assistance during critical incidents and crises to project staff and consultants at home and overseas.

The Security Operations Manager will be the interface between our project management and travel teams at IMC HQ, ensuring the smooth running of our deployment process and consistent adherence to our compliance requirements.

The Security Operations Manager will also take a central part in managing our in-house crisis management response systems to communicate with travellers and the rest of the business. This will be done in support of the Director of Security and Duty of Care and liaising with others as required including other Directors.

The Security Operations Manager will report to the Director of Security and Duty of Care and support in managing IMC's security and duty of care responsibilities across our operations.

Main responsibilities

Security responsibilities

- Provide security and crisis management support and advice to project staff and consultants at home and overseas.
- Collect, analyse, process and disseminate security intelligence and country-specific travel advice, as well as provide relevant and accurate security risk assessments/plans to various proposals and on-going projects.

- Support the travel team with travel arrangements for our staff and consultants as well as coordinate travel/security clearance requests from project managers
- Assist in checking that Standard Operating Procedures or relevant project information are fit for purpose based on most relevant security information about locations that we are working in or travelling to.
- Compile relevant information in easy-to-understand deployment pack for our travellers.
- As required, undertake security/travel inductions for our travellers - briefing them on our procedures and ensuring that they understand the information that we handover to them in our deployment pack.
- Manage our travel tracker system and the information it contains, ensuring that information is correct and complete.
- Work with the Director of Security and Duty of Care and others to make improvements to our procedures and policies, including internal capacity building.
- Work with the relevant departments to ensure that the whole process of travel planning, deployment and security monitoring runs smoothly and efficiently.

Situation Monitoring & Crisis Management

- Actively manage and monitor security alerts for where we have travellers and operations.
- Working with our travel team, maintain our travel tracker database such that information stays up to date.
- Manage communications with our travellers during an incident.
- Manage check-in requests and responses as required.
- Manage internal communications related to an incident, ensuring that correct information is shared across the organisation.
- Support on external communications as required.
- Escalate cases to Senior Management and Director of Security and Duty of Care as required and support with our remote response to a crisis.

Quality Standards and Ethical Working

- Meet the [quality standards](#) of the company and of the development partners, our Clients
- Meet the high ethical standards of the company as directed by the [IMC policies](#) related, but not limited to: Business Ethics, Equal opportunities, Anti-Harassment & Bullying, Safeguarding, Anti-Slavery and Human trafficking and Data Protection

Team Environment

You will join the Director of Security and Duty of Care and the collaborative management support function at IMC – a series of teams that work together to support our fast-paced business.

Flexibility and joined-up working are key and we are always looking to make improvements to our systems and processes.

The working environment is informal and creative, but we are uncompromising on the quality of support that we provide to the business. In return, you will have the opportunity to develop your skills and grow with the business.

Due to the nature of our work, all IMC contracts require job holders to be able to travel overseas to our overseas projects if and when required.

Hours of work – This role is a full-time position. Full-time working hours are 37.5 per week.

Location – The role is based in the IMC offices in Redhill. We are a short walk from Redhill train station, which has direct links to London and the South Coast. There is free parking available on site depending on availability.

Salary – Competitive salary depending on experience.

Annual leave – 25 days annual leave plus public holidays. The holiday year is 1st January – 31st December.

Benefits – Buying and selling of annual leave, health cash plan, life assurance, private medical insurance, company contributory pension and cycle to work scheme.

IMC also supplies free refreshments and fruit, and there is a dress down day every Friday.

**Closing date for applications is
03 May 2019**

**Applications will be reviewed on
an on-going basis, apply as soon
as possible.**

PERSON SPECIFICATION: Security Operations Manager

	Essential	Desirable
Qualifications, understanding & training:		
Degree qualification	X	
Master's degree		X
Experience:		
Experience of security coordination	X	
Experience of deployment management	X	
Experience of managing complex travel arrangements		X
Experience of working in a consultancy	X	
Experience of working in international development		X
Experience in crisis management	X	
Significant leadership, management and coordination experience	X	
Abilities & skills:		
Excellent communication and interpersonal skills (including reassuring travellers in potentially high-stress situations)	X	
Excellent organisational skills and the ability to multi-task under tight deadlines	X	
Flexible and adaptable with an ability to adapt appropriately within various situations including high-stress crisis management situations	X	
Excellent attention to detail	X	
Excellent task planning skills	X	
Good team work skills	X	
Confidence and enthusiasm	X	
Ability to problem-solve in challenging situations	X	
Co-operative and supportive team player	X	
Excellent written and verbal communication skills	X	
Ability to train and build capacity		X
Ability to continue self-development and growth	X	
Personal:		
Self-motivated, flexible, driven and determined	X	
Commitment to IMC's objectives, ethics, values and Equalities and Diversity policy	X	
Excellent work ethic and ability to lead by example	X	

IMC Competency Framework: Security Operations Manager

Competency	D	I	A	S
IMC Values and Ethics			X	
Business Insight			X	
Bid and Project Management			N/A	
Technical/Area specialisation			X	
Relationship Management and Working with Others			X	
Leadership and Resilience			X	
Impact and Influence			X	
Decision Making and Planning and Organising			X	
Results Orientation and Continuous Improvement			X	
Financial and Commercial awareness			X	

Key:

D – Developing

I – Independence

A – Accomplished

S – Senior Management Level